

Service Area and contact details

Service Area:	Prevention and Inclusion
Contact Details:	Family.InformationService@newport.gov.uk
Privacy Notice Name:	Family Information Service

Source and categories of information being processed

This section is only relevant if personal data has been obtained from a source other than yourself (the data subject).

Newport City Council has obtained the following categories of your personal data:

Name
Address
Landline number
Mobile Number
DOB
Email
CIW registration number
Service URN number

We have obtained your information from:

Care Inspectorate Wales (CIW)
Dewis Wales (CYMRU)/Data Cymru
PACEY Cymru
Early Years Wales
PVI Childcare Settings

Purpose and legal basis for using your information

Here, we will explain the reason why we have collected your personal data and the reasons for processing.

Our legal basis for processing your information:

We have a legal duty to process your personal information

Further details about our legal basis for using your information and the purpose of processing:

Section 27 of the Childcare Act 2006 requires local authorities to establish and maintain a service providing information, advice and assistance. The service must provide parents and prospective parents with details on the following:

- > the provision of childcare in the area of the local authority
- > any other services which may be of benefit to parents and prospective parents
- > any other services of facilities, or any publications, which may be of benefit to children or young persons in their area.

In order to provide the information that you require, Family Information Service may need to gather some of your information to help support the enquiry, enabling the service to offer the right information and to ensure that your needs are being met.

The right to withdraw consent

If we are relying on your consent to process your data, you have the right to withdraw your consent to this processing at any point. To do so, please contact the person named at the top of this privacy notice.

(Only relevant to consent based processing)

You must provide us with the information we need to deliver the service, if there is either:

- a) A contractual obligation to do so, or
- b) A statutory obligation to do so.

(Only relevant if the lawful basis for processing is the performance of a contract or Public duty/task obligation)

The consequences of not providing the information are as follows:

If the information requested is not provided, Family Information Service will be unable to provide appropriate information/support, resulting in inaccurate provision of information given to the service user.

Special Category Data

(Only relevant if special category data is being processed)

Sometimes we process special category which is afforded more protection under the Data Protection Act. This is because special category data is deemed to be more sensitive. If we are processing your special category data then we need to establish a further lawful basis for processing, and we have highlighted this below:

There is substantial public interest

Automatic decision making/profiling

(Only relevant if we are making an automated decision on a data subject)

Sometimes we use computers or technology to help us make decisions about the service we offer you. Below are the details of what decision making or profiling systems we have used, and how the decision was made:

Not applicable

Who will have access to your personal information?

Newport City Council is the data controller and the Data Protection Officer is:

Digital Services Manager

Email: information.management@newport.gov.uk

Tel: 01633 656656

Other data controllers may also be responsible for your information, depending on the specific circumstances. Please contact the service area for further information.

The main users of your personal information are:

Prevention and Inclusion service area

We may share your information within Newport City Council:

Childcare Offer Team
 Community Connectors
 Education
 Early Support Team
 Families First

Finance Service Area
Flying Start
Internal audit
Schools admissions
Social Services

We may share your information with other, external organisations:

Care Inspectorate Wales (CIW)
Dewis Wales (CYMRU)/Data Cymru
Early Years Wales
HMRC
Other Local Authorities
PACEY Cymru
Welsh Government

Sometimes we use the specialist help of other organisations/companies to process your data on our behalf. These companies are known as 'data processors'. In processing your data, we use the following data processors:

Family Information Service data is hosted on Dewis Wales (CYMRU).
The system will hold information securely. Data Cymru are Cyber Essentials certified and Dewis Cymru is entirely SSL encrypted end to end.

**Details of any international transfers of your personal information:
(if applicable)**

Not applicable

Requests for information

All recorded information held by Newport City Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the Data Protection Act.

If you would like to request a copy of the personal information that we hold about you, you can request to have a copy of our **Personal Information Request Form** here:

Information.management@newport.gov.uk

If you would like to submit a Freedom of Information Request/Environmental Information request to us, you can submit your request to us here:

www.newport.gov.uk/FOI

Your Rights

The Data Protection Act gives you a number of rights. Please note that not all of these rights are absolute and we will need to consider your request upon receipt. You have the right to request:

- a) to have your data rectified if it is inaccurate or incomplete;
- b) to have your data erased;
- c) to restrict the processing of your data;
- d) to exercise your right to data portability;
- e) to object to the processing for the purposes of direct marketing, profiling and automated decision making.

In all instances, please submit your request to:

information.management@newport.gov.uk

Complaints Procedure

If you are unhappy with the way Newport City Council is using your data, you have the right to complain to us. If you would like to do this, please contact us by sending an e-mail to this address;

information.management@newport.gov.uk

If you are not content with the subsequent outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Council's complaints procedure. The Information Commissioner can be contacted at:

The Information Commissioners Office,
Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF.

How long will we retain your information?

Details of retention period

Newport City Council will retain your information in line with our Information and Retention Disposal Policy and will keep your information only for as long as it is needed, after which it will be deleted or destroyed.

Data Cymru will ensure that all resource data is expired from the website after 6 months, unless a review has been completed.

Data Cymru will delete all personal training data after 7 years. Data Cymru will delete Personal Data as and when requested by Local Authorities.

Data Cymru will delete all personal customer enquiry data after 18 months, since the last customer contact.

Data Cymru will delete data as and when requested by the Local Authorities.